



COMMONWEALTH OF VIRGINIA
SEAT MANAGEMENT SERVICES

SMS	BASIC SEAT SERVICES	ENHANCED SEAT SERVICES	VALUE-ADDED SERVICES
Planning	<ul style="list-style-type: none"> Ordering/Installation 	<ul style="list-style-type: none"> Implementation Planning for Transition to SMS Configuration Management Planning Backup and Transfer of Existing Data Planning Participating Seat Inventory Planning Asset Inventory Planning Capacity Planning Warranty Coverage Planning 	<ul style="list-style-type: none"> Transition Planning (Site Surveys and Due Diligence) Transition and Implementation Planning Seminar Network Capacity Planning Network Interface Planning IT Security/Information Assurance Planning Contingency Planning Disaster Recovery Planning
Acquisition	<ul style="list-style-type: none"> Order Entry and Tracking System Multiple User/Client Configuration Software Image (OS and Drivers Library) Standard Hardware Configuration Ancillary Items Monthly Billing 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Installation	<ul style="list-style-type: none"> Computer Staging Prior to Installation De-installation of Existing Systems Transfer of Existing Data Files – Hard Disk to Hard Disk On-site Installation 	<ul style="list-style-type: none"> Gold Disc Software Creation/Integration Custom On-site Installation Services 	<ul style="list-style-type: none"> Custom Software Integration
Training	<ul style="list-style-type: none"> User Orientation – Desktops Administrator Orientation - Servers 	<ul style="list-style-type: none"> DynCorp Team Virtual Campus 	<ul style="list-style-type: none"> End-user Classroom Training IT Technical Staff Training Customized Training
		<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Customized Training Material for SMS Specific Applications Classroom Instructors for COV Training Facilities
Support	<ul style="list-style-type: none"> Maintenance Service Levels (SL1,2,3 or 4) Escalation Management on Trouble Calls Software Bug Fix/Patches to OS & Drivers Inventory Management of IT Assets Optional take-over of Remaining Warranty 	<ul style="list-style-type: none"> Hardware Break-Fix for Agency Assets Software Bug Fix/COTS Applications End-user Help Desk Help Desk; Server Administrator and IT/MIS Support (No End-user Support) 	<ul style="list-style-type: none"> Incidental SMS Products and Services Deskside Support Services Staff Augmentation
Management	<ul style="list-style-type: none"> Moves, Additions and Changes Asset Management of Installed Seats Technology Refreshment Equipment De-installation 	<ul style="list-style-type: none"> Server Management (Network Management Services) Software License Management and Inventory Microsoft Select Outsourcer 	<ul style="list-style-type: none"> N/A
Disposal	<ul style="list-style-type: none"> Displaced Vendor Asset Disposal COV-owned Surplus Disposal 	<ul style="list-style-type: none"> Custom COV-owned Surplus Disposal Services 	<ul style="list-style-type: none"> N/A

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